



CAMPBELL  
STEPHENSON  
ASCOLESE LLP

4807 Spicewood Springs Road  
Building 4, Suite 201  
Austin, Texas 78759  
T: 512-439-5080  
F: 512-439-5099

Docket No.: SBL0002US

June 24, 2005

MAIL STOP AMENDMENT  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313-1450

Re: Applicant(s): Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing  
Serial No.: 09/823,770  
Examiner: Quynh H. Nguyen  
Docket No.: SBL0002US  
Filed: March 31, 2001  
Group Art Unit: 2642

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate);
- (3) Response To Non-Final Office Action (11 pages);
- (4) Petition for Extension of Time (1 page); and
- (5) Request For Indication Of Consideration Of References and supporting documents (5 pages).



No additional fee is required.




The fee has been calculated as shown below:

**CLAIMS AS AMENDED**


|  | Claims Remaining<br><u>After Amendment</u> |       | Highest No.<br>Previously<br>Paid For |   | Present<br><u>Extra</u> | <u>Rate</u> | Additional<br><u>Fee</u> |
|--|--|-------|---------------------------------------|---|-------------------------|-------------|--------------------------|
| Total Claims   | 41   | Minus | 41                                    | = | 0                       | x \$50.00   | \$ 0.00                  |
| Independent<br>Claims  | 3  | Minus | 3                                     | = | 0                       | x \$200.00  | \$ 0.00                  |
| <input checked="" type="checkbox"/> Fee for Request for Extension of Time  |  |       |                                       |   |                         |             | \$ 120.00                |
| <b><u>Total additional fee for this Amendment:</u></b>   |  |       |                                       |   |                         |             | \$ 120.00                |
| <input checked="" type="checkbox"/> Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested. |  |       |                                       |   |                         |             |                          |
| <input checked="" type="checkbox"/> Please charge our Deposit Account No. 502306 in the amount of  |  |       |                                       |   |                         |             | \$ 120.00                |
| <input checked="" type="checkbox"/> Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.  |  |       |                                       |   |                         |             |                          |
| <b>Total:</b>  |  |       |                                       |   |                         |             | \$ 120.00                |

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on June 24, 2005.

  
Attorney for Applicants

6/24/05  
Date of Signature

Respectfully submitted,

  
D'Ann Naylor Rifai  
Attorney for Applicants  
Reg. No. 47,026